COURSE DESCRIPTION

The APCO Institute Communications Center Supervisor course is designed for prospective, new or experienced communications supervisors who want to enhance their supervisory skills and knowledge.

Topics include:

- The Telecommunications Supervisor Role
- Liability Issues for Supervisors
- Policies, Procedures and Directives
- Communication Skills
- Self-Assessment
- Employee Evaluation and Motivation

Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals.

CO-HOST INFORMATION

Host: Atlanta Police Department E-911
Contact: Terence Nickens
        tnickens@atlantaga.gov
        Ph. (404) 546-7446

CLASS INFORMATION

Class #: 56003
Date: March 24-26, 2020
Time: 8:00am – 5:00pm
Tuition: $389.00*
        * APCO Full, Associate and Commercial Members receive a $20 discount
Location: Atlanta E911 Training Center
         180 Peachtree St NE
         Atlanta, GA 30303

LODGING *

The Ellis Hotel
176 Peachtree St NE
Atlanta, GA 30303
(844) 382-7705
0.0 miles from class site

Hyatt Regency
265 Peachtree St NE
Atlanta, GA 30303
Ph. (404) 577-1234
0.2 miles from class site

* Lodging suggested by host agency

Airport: Hartsfield-Jackson International Airport
11 miles from class site

REGISTRATION

Register here
Schedule and Registration Page

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of $25.
- Any registration received within ten (10) days of the class start date of the course is subject to a $25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a $25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: $50.00 A late fee of $25 will apply if applicable
- Complete registration Policy is available upon request.